



05-03-04

2143

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2143

Examiner Azizul Q. Choudhury

In Re: Stefaan Coussement
Case: P4644
Serial No.: 09/757,728
Filed: 01/09/2001
Subject: System for Reporting Client Status Information to Communications-
Center Agents

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MAY 06 2004

Technology Center 2100

To: The Commissioner of Patents and Trademarks
Washington, D.C. 20231

Dear Sir,

Information Disclosure Statement Under 37 C.F.R. 1.97

Enclosed herewith is an Information Disclosure Statement (IDS) by Applicant listing seven (7) references received from the European search report (copy enclosed), mailed 03/15/2004. Applicant desires that the references be entered in the above-referenced case as relevance dictates.

Statement under 1.97(e)

Each item of information contained in this IDS was cited in a communication from a foreign patent office in a counterpart foreign patent application not more than three months prior to the filing of such IDS. There are no listed references which are not in the English language.

In accordance with rule 1.97(c)(1), no additional fee is required. Please charge any deficiency to Deposit Account No. 50-0534.

Respectfully submitted,

Stefaan Valere Albert Coussement

by

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If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

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Date of Deposit: 04/30/2004

Ref: Case Docket No.: P4644

First Named Inventor: Stefaan Valere Albert Coussement

Serial Number: 09/757,728

Filing Date: 01/09/2001

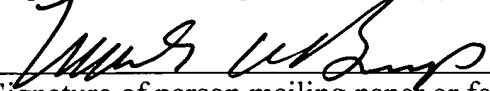
Title of Case: System for Reporting Client Status Information to Communications-Center Agents

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Alexandria, VA 22313.

1. Information Disclosure Statement.
2. Cover Letter for Information Disclosure Statement.
3. Copies of 7 publications cited in the IDS.
4. Copy of European search report for application number EP 02 00 0168.
5. Certificate of express mailing.
6. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)


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